



FAQs

What is the new model for the Training and Career Ladder (TCL) Program?

AFSCME Council 93 and Local 888 (Unit 2), NAGE (Units 1, 3 and 6), MNA (Unit 7) have partnered to focus a portion of the TCL budget to expand general skill building and professional development training courses. These course topics are not specific to any union and by combining resources, the program is able to offer more course topics, more sessions and more availability for online instructor-led courses or on-demand 24/7 training courses.

What are “Union-versal” courses?

“Union-versal” courses are skill building courses that are universally applicable and appealing to any union, union member, agency, employee or role. This year, these courses offer professional development opportunities to all AFSCME Council 93 and Local 888 (Unit 2), NAGE (Units 1, 3 and 6), MNA (Unit 7) union members.

What are the benefits of the instructor-led courses?

Instructor-led courses offer the advantage of interacting with an instructor in real-time. You will be attending classes with employees from different unions and agencies where the knowledge shared and discussions between employees offers additional benefits.

Which unions and units are participating in this new model?

AFSCME Council 93 and Local 888 (Unit 2), NAGE (Units 1, 3 and 6), MNA (Unit 7)

When will we get access to the union-specific trainings?

HRD is currently working with all TCL union leaders to determine final course selections. More information on union-specific courses will be coming soon.

Why are all the courses online?

Due to the current circumstances of COVID, all courses will be offered online

What's the difference between online instructor-led courses and online on-demand courses?

Although all the courses will take place online, the instructor-led courses take place at scheduled class sessions, with an instructor facilitating the class. The on-demand courses are available 24/7.

How do I sign up for TCL courses?

Register for Instructor-Led Courses via PACE

- Login to [PACE](#)
- Select "Course Catalog" from the left navigation
- Select "Course Catalog" from the middle of the screen
- Search by keywords "Union-versal" or NAGETCL21, UNIT2TCL21, MNATCL21
- Select the course name to enroll
- Note: Webinar login instructions will be sent prior to the training.

Register for Web-based Courses via the "Vioneer Learning" website

- Go to [TCL OnDemand Learning](#)
- Enter passcode: TCL21
- At checkout enter your union code: NAGETCL21, UNIT2TCL21, MNATCL21
- **Courses are offered at NO COST to you once your union code is entered.**
- Instructions are available on the Vioneer site for how to select courses.

How long will the TCL courses be available?

The TCL courses will be available through the end of the fiscal year until June 30, 2021.

What happens if a class is full and I am on a waitlist?

If you are on a waitlist, please see if there is another course available at a future date and unenroll from the original course selection. If all classes are full, please contact the careerladderprogram@mass.gov.

I have received this email from HRD, can I forward it to my colleague?

Please do not forward this letter, as your colleague may not be a member of the participating TCL unions. Please suggest that your colleague email careerladderprogram@mass.gov.

I have received this email from HRD, can I forward it to my manager?

Yes. Your manager may be able to help you identify courses to take.

I didn't receive the email about the program?

Be sure to check you "Other" folder and your "Junk" folder in Outlook. In addition, information about the program can found on the [Training and Career Ladder Program Webpage](#)

Should I be using a specific browser?

Yes, it is recommended that you use Chrome and not Internet Explorer.

Who do I contact if I have questions about the on-demand courses offered by Visioneer Learning?

Please contact Visioneer Learning at support@softskillslms.com or call +1 877-610-3660.

Who do I contact if I have questions about the courses offered in PACE?

For questions related to PACE, please contact careerladderprogram@mass.gov.